

AMENDMENTS TO THE CLAIMS:

This listing of claims replaces all prior versions and listings of claims in the application:

LISTING OF CLAIMS:

1 1. (Currently Amended) A method of managing workflows in a service provider
2 environment in which a service provider provides data storage resources to a customer,
3 comprising:
4 providing ~~the~~ a customer with a list of types of work order requests based on a permission
5 level ~~defining a level of access to the data storages resources allowed to associated with the~~
6 customer, the work order requests comprising requests to manage ~~storage~~ configuration of the
7 data storage resources provided to the customer;
8 receiving a selection of a type of work order request from the customer;
9 enabling the customer to generate a work order request of the selected type in a work order
10 request submission;
11 creating a database object based on the work order request; and
12 storing the database object in a database.

2. (Original) The method of claim 1, wherein enabling comprises:
providing to the customer at least one task screen corresponding to the selected type of
work order request and usable by the customer to generate the work order request.

3. (Original) The method of claim 1, wherein the work order request comprises values of
parameters specific to the selected type of work order request.

4. (Original) The method of claim 1, wherein the database object comprises elements that
include a customer identifier and the selected type of work order request.

5. (Original) The method of claim 4, wherein the elements further include a state to
indicate status of the work order request.

6. (Previously Presented) The method of claim 5, wherein the state is set to indicate a
new work order request initially and later changed to indicate a closed work order request.

7. (Original) The method of claim 5, further comprising:
assigning a work order request identifier to the work order request; and
providing the assigned work order request to the customer.

8. (Original) The method of claim 7, wherein the database object is stored in the database as a table entry, the table entry including fields to store information associated with each of the elements.

9. (Original) The method of claim 8, wherein the elements further comprise the assigned work order request identifier and the work order request is stored in one of the fields in the table entry.

10. (Original) The method of claim 5, further comprising:
processing the work order request using the table entry, processing comprising attempting to perform any tasks required to satisfy the work order request; and
updating the state based on the results of the processing.

11. (Previously Presented) The method of claim 10, wherein updating comprises:
marking the state to indicate that the work order request is closed if such tasks are performed successfully; and
marking the state to indicate a failure if such tasks are not performed successfully.

12. (Original) The method of claim 10, further comprising:
generating a billable event when the work order request is closed; and
storing the billable event in the database in association with the customer identifier and account information.

1 13. (Original) The method of claim 1, wherein work order request submission is in the
2 form of an email.

1 14. (Original) The method of claim 1, wherein work order request submission is in the
2 form of HTTP.

1 15. (Original) The method of claim 10, wherein processing is managed by a workflow
2 automation that periodically queries the database to locate any new work order requests based on
3 the state in the table entry for each work order request.

1 16. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of the billable event are handled by the workflow automation.

1 17. (Original) The method of claim 15, wherein the workflow automation invokes other
2 processes needed to perform the work order request.

1 18. (Original) The method of claim 10, wherein processing is managed manually by an
2 administrator of the service provider.

1 19. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of the billable event are handled manually by the service provider
3 administrator.

1 20. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of billable events are managed manually by the service provider
3 administrator when the state indicates a failure.

1 21. (Currently Amended) A computer program product residing on a computer-readable
2 medium for managing workflows in a service provider environment in which a service provider
3 provides data storage resources to a customer, the computer program product comprising
4 instructions causing a computer to:

5 provide ~~a~~ the customer with a list of types of work order requests based on a permission
6 level defining a level of access to the data storages resources allowed to associated with the
7 customer, the work order requests comprising requests to manage ~~storage~~ configuration of the
8 data storage resources provided to the customer, wherein the types of work order requests
9 comprise at least one of requests to:

10 connect the data storage resources to a server;

11 allocate the data storage resources to a customer account;

12 create a mirror;

13 restore remote mirroring; or

14 split a business continuance volume (BCV);

receive a selection of a type of work order request from the customer;
enable the customer to generate a work order request of the selected type in a work order request submission;
create a database object based on the work order request; and
store the database object in a database.

22. (Currently Amended) An apparatus for managing workflows in a service provider environment in which a service provider provides data storage resources to a customer, comprising:

means for providing a customer with a list of types of work order requests based on a permission level defining a level of access to the data storages resources allowed to associated with the customer, the work order requests comprising requests to manage ~~storage~~ configuration of the data storage resources provided to the customer;

means for receiving a selection of a type of work order request from the customer;

means for enabling the customer to generate a work order request of the selected type in a work order request submission;

means for creating a database object based on the work order request; and

means for storing the database object in a database.

23. (New) The method of claim 1 wherein the types of the work order requests comprise at least one of requests to:

connect the data storage resources to a server;

- 4 allocate the data storage resources to a customer account;
- 5 create a mirror;
- 6 restore remote mirroring; or
- 7 split a business continuance volume (BCV).